



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP # RFP-2021-DMS-01-SUBST

No.	Question	Answer
1.	<u>Section 1, Subsection 1.2</u> Could you please provide a target start date?	The contract will begin upon approval of New Hampshire's Governor and Executive Council. The anticipated start date for the resulting contract is June 1, 2021.
2.	<u>Section 2, Subsection 2.2, Paragraph 2.2.2</u> Can the Department confirm whether the Demonstration timeline has been updated relative to the Special Terms and Conditions (STCs)?	The STCs refer to the performance period of the program being evaluated, which ends before the final evaluation reports are due to CMS. The contract for the evaluation is effective as described in the RFP.
3.	<u>Section 2, Subsection 2.2, Paragraph 2.2.4</u> a) Did the Department work with a vendor to develop the approved evaluation design? b) If so, please	a) Yes. b) Information relative to the vendor who developed the approved evaluation design can be found online at: https://sos.nh.gov/media/vlpam0jt/11-gc-agenda-092018.pdf c) All proposals received will be reviewed and scored as indicated in the RFP.

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	identify the vendor. c) Also, please indicate if this vendor is able to bid on the evaluation implementation as outlined in RFP-2021-DMS-01-SUBST.	
4.	<u>Section 2, Subsection 2.2, Paragraph 2.2.4</u> Should the Vendors assume that the years indicated should be shifted one year to the right on page 35 of the evaluation design table?	The timeline in the evaluation design has been delayed due to the Public Health Emergency. The schedule of report deliverables in the RFP has not changed.
5.	<u>Section 3, Subsection 3.1, Paragraph 3.1.5</u> Can we obtain a copy of the implementation protocol that is to be used to structure the mid-point assessment?	The Department will work with the selected Vendor to develop the structure of the midpoint assessment.



6.	<p><u>Section 3, Subsection 3.1, Paragraph 3.1.6</u></p> <p>Can interviews and stakeholder groups to gather information for the mid-point assessment be conducted virtually?</p>	Yes
7.	<p><u>Section 3, Subsection 3.1, Paragraph 3.1.7</u></p> <p>a) Can the semi-structured provider interviews be conducted virtually?</p> <p>b) Are provider stakeholders including SUD IMD administrators and discharge planning staff aware of evaluation efforts and willing to participate in evaluation activities?</p> <p>c) Will the selected Vendor be expected to</p>	<p>a) Yes.</p> <p>b) No announcement has been made to these stakeholders regarding the evaluation; however, NH does not anticipate an unwillingness to participate.</p> <p>c) The vendor should use the existing survey tool and methodology to conduct one overall survey. The study can be found at: https://medicaidquality.nh.gov/sites/default/files/2019%20Provider%20Secret%20Shopper%20Report-Substance%20Use%20Disorder_0.pdf</p>

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	develop a survey or use and existing survey?	
8.	<p><u>Section 3, Subsection 3.1, Paragraph 3.1.9</u></p> <p>a) Does the Department have performance measure rates calculated and published for the unique population of the demonstration, or have member-level rate files that may be used to limit the eligible population appropriately?</p> <p>b) Has the Department determined that each of the data elements required by the measures in the evaluation are available for each of the groups and times as specified in the</p>	<p>a) Except for areas of the RFP that explicitly require the selected Vendor to conduct primary data collection, the selected Vendor should expect to calculate all performance measures in the evaluation design with the data provided by the Department.</p> <p>b) The Department anticipates all data elements are available.</p>

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	evaluation design?	
9.	<p><u>Section 3, Subsection 3.1, Paragraph 3.1.16</u></p> <p>Is the midpoint assessment due date still March 30, 2021?</p>	The Department will be seeking an extension from CMS until 12/31/2021 for the midpoint assessment.
10.	<p><u>Section 3, Subsection 3.1, Paragraph 3.1.16, Subparagraph 3.1.16.6</u></p> <p>Is the report submitted to the Department the same report submitted to CMS?</p>	The report prepared by the selected Vendor will be the report submitted to CMS.
11.	<p><u>Section 3, Subsection 3.1, Paragraph 3.1.17</u></p> <p>a) Does the Department intend to have Department staff engaged in the development of an Evaluation Implementation Plan and throughout the carryout of evaluation activities?</p> <p>b) If so, is a</p>	<p>a) The selected Vendor's primary contact throughout the entire project will be the New Hampshire Medicaid Quality Program that specializes in all Medicaid quality and evaluation activities.</p> <p>b) As needed, program managers in Bureau of Drug and Alcohol Services and the Division of Medicaid Services will be engaged.</p>

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	stakeholder group already established in the department for this work?	
12.	<p><u>Section 3, Subsection 3.1, Paragraphs 3.1.22 and 3.1.23</u></p> <p>Regarding project management, what is the difference between 3.1.22 (respond to all inquiries within 2 business days) and 3.1.23 (respond to inquiries within 24 hours)?</p>	See Addendum #2.
13.	<p><u>Section 3, Subsection 3.2</u></p> <p>Can the Department confirm whether this timeline is correct?</p>	Yes. However, the Department will be requesting an extension from CMS to submit the report on December 31, 2021.
14.	<p><u>Section 3, Subsection 3.3</u></p> <p>Where in the proposal should vendors submit the staff resumes? Is it acceptable to include resumes as an appendix?</p>	Include resumes as an attachment to the Technical Proposal.

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15.	<p><u>Section 3, Subsection 3.4, Q11, and Appendix F, Vendor Reference Form</u></p> <p>Would the Department consider electronic submissions given the ongoing public health emergency?</p>	See Addendum #2.
16.	<p><u>Section 3, Subsection 3.2</u></p> <p>a) What does the Department expect will be the Contractor's participation in the development of the Quarterly and Annual Reports to CMS?</p> <p>b) Does the requirement in this section mean something different than the CMS-required forms?</p>	<p>a) Quarterly and annual reports will be specific to the progress of the evaluation.</p> <p>b) The reports completed by the selected Vendor will be an input of the Department's larger reports that are provided to CMS.</p>

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17.	<p><u>Section 3, Subsection 3.6, Paragraph 3.6.4</u></p> <p>Will the Department agree to secure Vendor's written approval to use our name in any publication of the work prior to publication to be included as part of the contract terms upon award?</p>	<p>The Department does not plan to formally publish any work resulting from the SUD evaluation that is beyond deliverables outlined in the CMS 1115 waiver.</p>
18.	<p><u>Section 4, Subsection 4.1</u></p> <p>a) What is the budget range that has been established for the duration of this engagement?</p> <p>b) Is this opportunity to be funded with Federal monies?</p> <p>c) If so, will any federal responsibilities convey to the awardee?</p>	<p>a) CMS requires the total estimated cost of completing the evaluation to be included in the Evaluation Design.</p> <p>b) See paragraph 4.1.1.</p> <p>c) Federal funding is included in the project and the vendor will be subject to all applicable federal responsibilities.</p>
19.	<p><u>Section 6, Subsection 6.13</u></p> <p>If a request is made</p>	<p>Please see Subsection 6.13, Public Disclosure.</p> <p>When a Right-to-Know request is submitted, the Department is required to review the entire proposal to determine if the redactions provided by the vendor comply with RSA 91-A. If the Department determines</p>

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	under Right-to-Know Law New Hampshire RSA Chapter 91-A, will the State release the redacted version of the Proposal only, or will information previously identified as confidential also be shared, without a court order. Does this include financial information and trade secrets? Will this also include our provided audit results?	that information redacted by the Vendor is subject to public disclosure, the Department will notify the vendor in advance to allow time for the vendor to take legal action. The Department will not release information that is prohibited from public disclosure under RSA 91-A:5.
20.	<u>Section 7, Subsection 7.2, Paragraph 7.2.5</u> What is the page limit for the technical proposal contents?	There are no page limitations.
21.	<u>Section 7, Subsection 7.2, Paragraph 7.2.5, Subparagraph 7.2.5.1</u> Please confirm responses are not required for contract requirements/Department activities described in Sections 3.5, 3.6 and 3.7.2 through 3.7.4?	Confirmed.

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22.	<p><u>Section 7, Subsection 7.2, Paragraph 7.2.5, Subparagraph 7.2.5.2</u></p> <p>Should Proposers respond to Section 3.3 under Question 8 (which also addresses personnel) or as a separate subsection following 3.2?</p>	See Section 7.2.5.1.
23.	<p><u>Section 8, Subsection 8.1, Paragraph 8.1.2</u></p> <p>Will the Department negotiate limitations of liability and liquidated damages upon award?</p>	The Department may negotiate limitations of liability with the selected Vendor. However, no limitations of liability are guaranteed. The Department may negotiate liquidated damages with the selected Vendor upon award.
24.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 5</u></p> <p>Upon award, will the State agree to review and redline/negotiate Paragraph 5, Section 5.3 regarding offset?</p>	No.
25.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 5</u></p> <p>After award, should the SOW or the Work change, would the</p>	See Form P-37, General Provisions, Paragraph 17, Amendment.

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	Department request a revised budget and issue a bilateral amendment to the Contract to modify the contract price in reference to Paragraph 5, Section 5.2.	
26.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 8</u></p> <p>Upon award, will the Department agree to review and redline/negotiate Paragraph 8, Section 8.2.3 regarding the set off statement?</p>	The Department may agree to review Paragraph 8, Section 8.2.3, with the selected Vendor. However, changes are not guaranteed
27.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 13</u></p> <p>Upon award, will the Department agree to review and redline/negotiate Paragraph 13 to make it mutual?</p>	No.
28.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 16</u></p> <p>Will the Department</p>	No.

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	consider electronic communication of notices?	
29.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 14</u></p> <p>Upon award, will the Department agree to review and redline/negotiate Paragraph 14, Section 14.1.2.2 regarding the additional coverage requirement noted?</p>	Paragraph 14, Section 14.1.2 is subject to negotiation with the selected Vendor. However, modification is not guaranteed.
30.	<p><u>Appendix A, Form P-37 General Provisions, Paragraph 18</u></p> <p>Upon award, will the Department agree to review/negotiate Paragraph 18 regarding Choice of Law and Forum and/or agree to remain silent on choice of law?</p>	No.
31.	<p><u>Appendix A, Exhibit I</u></p> <p>Upon award, will the Department agree to review and redline/negotiate Exhibit I</p>	No. Any approved subcontractors must comply with Exhibit I.

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	to redline “subcontractors”?	
32.	<u>Appendix A, Exhibit K</u> Will the Department consider the use of secure electronic communication instead of Ground Mail Service in regards to Paragraph II, Statement 6 in light of the current COVID-19 pandemic?	The Department may negotiate this with the selected Vendor. However, modifications are not guaranteed.
33.	<u>Appendix B</u> If Proposers provided professional consulting services to the Department for the Medicaid program within the last five years (for which the Department may have claimed administrative match), should the response to Question #4 be “Yes” or “No”?	Respond “No” if your agency has not received federal funds from the Department through a contract in one of the previous five (5) calendar years.
34.	<u>Appendix D</u> Is it acceptable to provide an alternative format for Appendix D which	No.

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	provides the total proposed budget by task/deliverable, year, staff position, hours, and all-inclusive rates?	
35.	<u>Appendix E</u> In order to complete Appendix E, would it be acceptable to input the proposed hourly rates in Column C ("Projected Hourly Rate...") and input the total hours by staff member for each State Fiscal Year in Column D ("Hours per Week")?	No.
36.	<u>Appendix F</u> Given the continuing pandemic, will the Department permit one of the following options: a) submission of completed references by email from the reference source? Or b) inclusion of the signed and scanned reference in the proposal?	See Addendum #2.

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37.	<u>Appendix F</u> Do the questions in the Appendix F Vendor Reference Form count towards the 18-point score even if the work was not for 1115(a) waiver support, but was for a similar evaluation of the Medicaid population, as is stated to be an acceptable reference on page 15?	Yes.
38.	<u>General</u> What, if any, extensions have been granted for any programmatic or evaluation deadlines related to this waiver due to COVID or for any other reason?	The Department has not received any extensions from CMS for the evaluation of the 1115 SUD Waiver.
39.	<u>General</u> What is the relationship between the NH DSRIP waiver and this SUD waiver?	There is no formal relationship. However, there are populations that are included in both waivers.
40.	<u>General</u> Do SUD treatment services provided under	No.

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	this benefit for individuals who are not Medicaid eligible or whose commercial benefit plan leaves the underinsured need to be considered and evaluated?	
41.	<u>General</u> Approximately how many phone calls were conducted for the baseline Secret Shopper telephone survey? (Measure 1.B, p. 25 of Evaluation Plan)	See detail in the report: https://medicaidquality.nh.gov/sites/default/files/2019%20Provider%20Secret%20Shopper%20Report-Substance%20Use%20Disorder_0.pdf
42.	<u>General</u> What qualifies a Beneficiary for this Demonstration program?	All State of NH Medicaid recipients who access SUD services as an Institute for Mental Disease are subject to the waiver.
43.	<u>Appendix D</u> Is the Department looking for a Firm Fixed Price budget?	Yes.
44.	<u>Appendix D and E</u> Would the Department consider the following: a. Require or permit bidders to submit Appendix E and	a) No. b) Multiple Appendix E forms can be completed for different budget periods to accommodate for the fluctuation of staff hours.

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	<p>not Appendix D? If Appendix D must be submitted, should it be submitted as one single budget period (5 years), or a different cadence?</p> <p>b. In Appendix E, in lieu of reporting hours per week, is it permissible to submit total hours for the engagement by staff person? There will be some periods within the five years that will be very intense while others will be close to zero. An average hours per week reported may be misleading.</p>	
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45.	<u>General</u> Where should vendors include exceptions, e.g. attachment to cover letter, appendix of RFP response, etc.?	See Subsection 6.5.
46.	<u>General</u> Will the Department accept responses that are encrypted by IronPort/Cisco Email Security or a similar tool that encrypts the body of the email as well as attachments?	The Department prefers the use of standard email, however, you may send an email to the Contract Unit specialist to confirm receipt.
47.	<u>General</u> Who is the incumbent? What is the contract amount with the incumbent?	The implementation of the Evaluation does not have an incumbent.
48.	<u>General</u> What is the business reason for posting this RFP now?	See Subsection 1.1.

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49.	<u>General</u> Is the State working with a current vendor on services similar to those described in the scope of work? If yes, who is the vendor and what is the annual contract amount?	See Question #3.
50.	<u>General</u> a) How will the Department notify vendors of award? b) Will all vendors be notified or only the selected vendor?	a) See Section 6, Proposal Process, Subsection 6.18, Successful Proposer Notice and Contract Negotiations of the RFP. b) See Section 6, Proposal Process, Subsection 6.19, Scope of Award and Contract Award Notice of the RFP.
51.	<u>General</u> Is the Department able to share the SUD Implementation Protocol with prospective bidders?	See attachment D of the Special Terms and Conditions - https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Waivers/1115/downloads/nh/sud-treatment-recovery-access/nh-sud-treatment-recovery-access-stcs-07102018.pdf